



Quartet 1500

Combined Cordless Telephone & Digital Answering Machine

User Guide


This equipment is not designed for making emergency telephone calls when the power fails. Alternative arrangements should be made for access to emergency services.

This product is intended for connection to analogue public switched telephone networks and private switchboards in the United Kingdom.

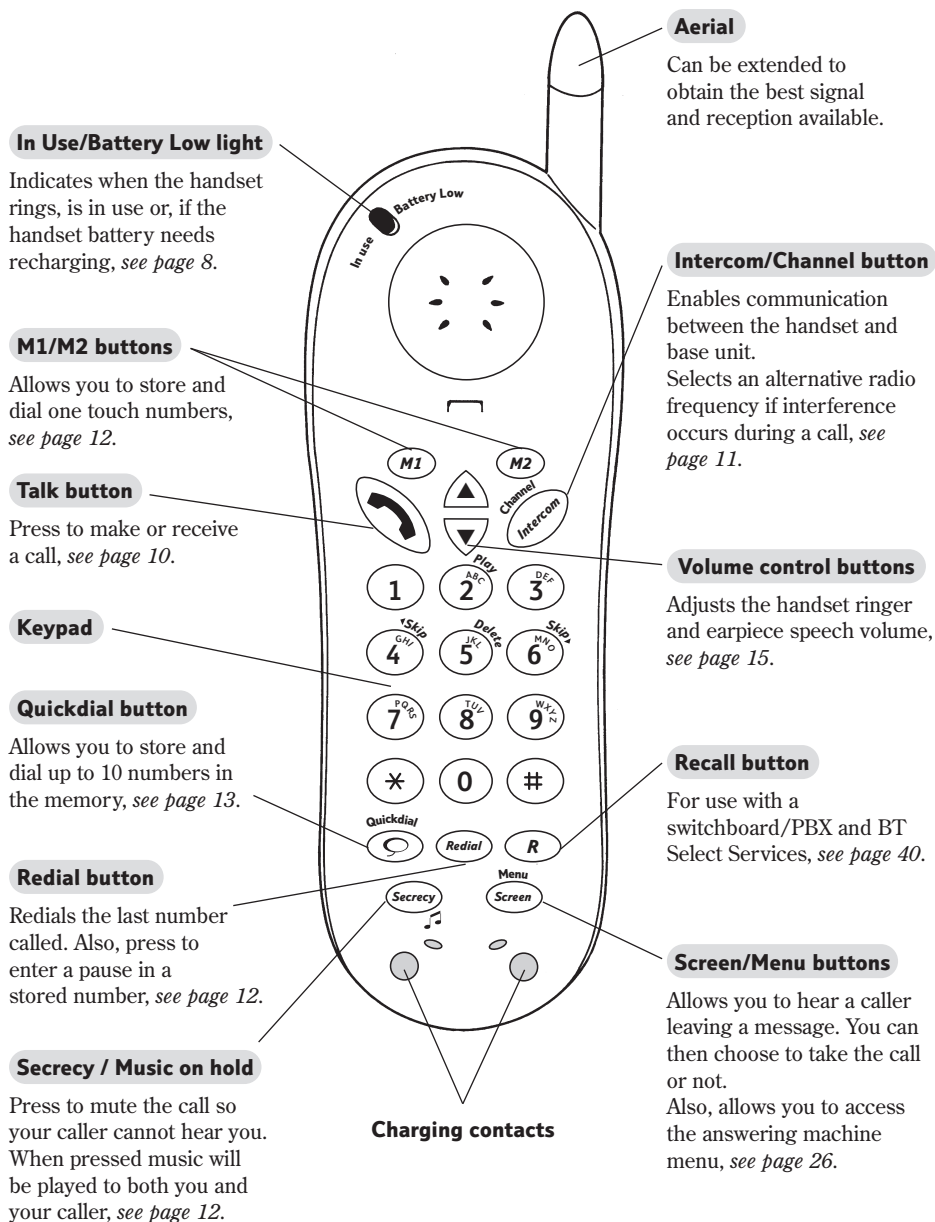
**Please open this page for an ‘at a glance’
guide to your Quartet 1500**



**Please open this page for a further
'at a glance' guide to your Quartet 1500**



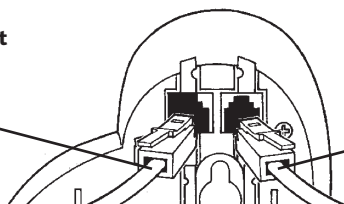
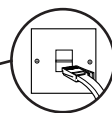
At a glance



Mains power socket



Telephone line cord socket



Intercom

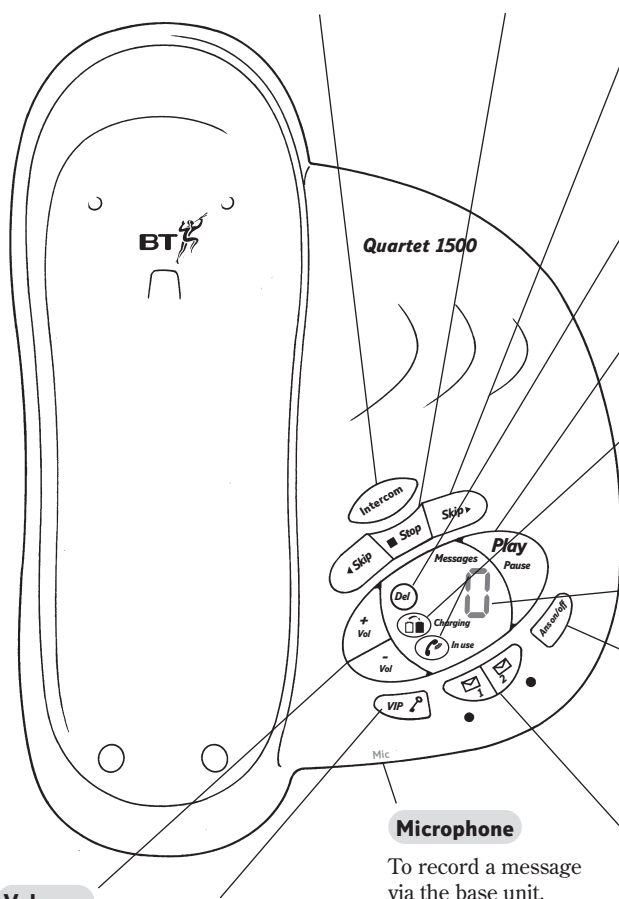
Press to make or answer an intercom call. In use light flashes when an intercom call is ringing and during the call, *see page 11*.

Stop

To stop message playback, *see page 23*.

Skip

Lets you skip backward and forward through your memos and messages, *see page 24*.



Delete

Deletes recorded messages and memos, *see page 24*.

Play/Pause

Lets you play - and pause - your messages, *see page 23*.

LEDs

Charging - comes on when the handset battery is being charged. In Use - comes on when the line is in use, *see page 10*.

Message display LED

See page 17.

Answer on/off

Switches the answering machine on and off. Also allows access to the outgoing message recording facility, *see page 18*.

Mailboxes 1 & 2

Gives callers two additional options as to where messages are left. For example, business messages in mailbox 1 and personal messages in mailbox 2, *see page 28*.

Volume

Adjusts the loudspeaker volume, *see page 22*.

VIP

VIP is an answering machine feature which answers calls silently when you do not want to be disturbed, but lets you know when someone you have given a code to is calling, *see page 29*.

Microphone

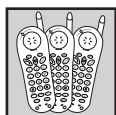
To record a message via the base unit.

Key features



Digital answering machine

No tape to worry about. Up to a maximum of 15 minutes recording time, including your outgoing message. Pre-recorded outgoing messages let you use your Quartet 1500 straight away with the option of recording your own outgoing message at any time.



Additional handsets

Up to 3 additional handsets can be added to your Quartet 1500.



3 Pre-recorded messages

You can use any of the three pre-recorded messages or if you wish you can record your own.



2 Mailboxes

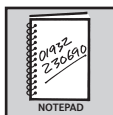
Messages and memos can be recorded in 2 separate mail boxes.



VIP facility

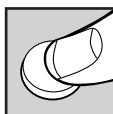
You can give important callers your VIP code.

When a VIP calls, a different ring tone will be heard to alert you that a VIP is calling.



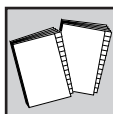
Memo facility

Allows you to leave memo messages for other users.



2 One touch memories

Allows you to store two important numbers so they can be dialled at the touch of a button.



10 Quickdial memories

Allows you to store up to 10 of your most frequently used numbers in the memory so they can be easily dialled.

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Introduction

Your Quartet 1500 is designed for ease of use and made to the high standards set by BT.

You can expect your Quartet 1500 to provide many years of quality service. Please read the instructions carefully before use and keep this user guide for future reference.

For your records

Date of purchase:

Place of purchase:

Serial number:

(on the underside of the base unit)

For guarantee purposes proof of purchase is required, so please keep your receipt.

HELPLINE

*If you have problems with your phone, call the Quartet 1500 Helpline on **0845 769 7146**.*

Unpacking your Quartet 1500

Check that your Quartet 1500 is complete. If anything is missing, please contact your place of purchase immediately.

Quartet 1500 handset



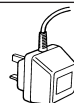
Quartet 1500 base unit with answering machine.



Quartet 1500 base unit plinth.



Mains power supply unit.



Wall mounting screws.



Telephone line cord.



Adhesive Quickdial memory label.



Safety information

General

Only use the power supply unit included with the product. Using an unauthorised power supply unit will invalidate your guarantee and may damage the telephone. The item number for the power supply unit is 872264. Radio signals transmitted between the handset and base may cause interference to some hearing aids.

Do not open the handset or base station (other than to change the handset batteries). This could expose you to high voltages or other risks. Contact the helpline for repairs.

Never dispose of batteries in a fire. There is a serious risk of explosion and/or the release of highly toxic chemicals.

Cleaning

Simply clean the handset and base station with a damp (not wet) cloth, or an antistatic wipe. Never use household polish as this will damage the product. Never use a dry cloth as this may cause a static shock.

Environmental

Do not expose to direct sunlight.

The product may heat up when the batteries are being recharged. This is normal. However, to avoid damage, we recommend that you do not place the product on antique/veneered wood.

Do not expose your product to fire, explosive or other hazardous conditions.

There is a slight chance that your phone could be damaged by an electrical storm. We recommend that you unplug the power and telephone line cord for the duration of the storm.

Do not stand your product on carpets or other surfaces which generate fibres, or place it in locations preventing free flow of air over its surfaces.

Setting up

Follow these steps to set up your Quartet 1500 ready for use.

Plan the location

Situate your Quartet 1500 close enough to the mains power socket and telephone socket so that the cables will reach.

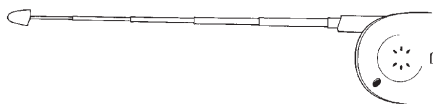
Make sure it is at least 1 metre away from other electrical products to minimise interference.

Do not situate the product in the bathroom or other humid areas.

Your Quartet 1500 works by sending and receiving radio signals between the base unit and the handset. The strength of the signal depends on where you site the base unit and how the aerial is deployed. The higher the base unit is located, the better. An upstairs room is ideal.

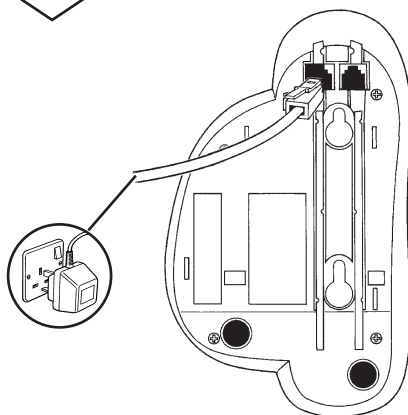
Your product can be wall mounted, for more information see page 44.

1 Handset aerial

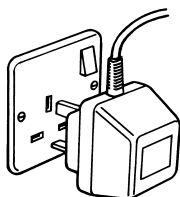


Your Quartet 1500 handset uses a compact aerial which we recommend be pulled out to obtain the best signal and reception available.

2 Plug the power supply cord into the bottom of the base unit



3 Connect the power supply unit to a power socket



There will be a voice prompt announcing the default settings when the unit is first switched on.

The power supply unit must remain plugged in and switched on all the time.

Note

Do not connect the telephone line cord to the phone socket until the handset is fully charged. This will prevent the risk of the phone being answered before the batteries are charged, which may prevent them from reaching maximum capacity.

4 Charge the handset

Before you first use your Quartet 1500, the rechargeable battery in the handset needs charging for 24 hours.

Place the handset on the base unit, ensuring the contacts are touching. The red CHARGING light will come on.

The charging light will remain constantly lit while the handset is placed on the base unit, even when the handset batteries are fully charged.

Note

When fully charged and in good condition, the handset will provide up to 7 hours continuous talktime or 72 hours standby.

If the handset battery is running low, the IN USE/BATTERY LOW light will flash every 10-15 seconds.

If you are making a call and the handset battery is running low you will hear a warning tone every 10-15 seconds.

Place the handset on the base unit to recharge.

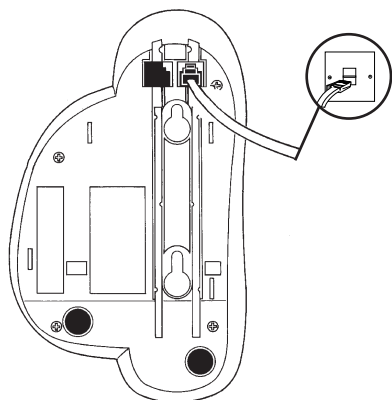
However, the charge capacity of rechargeable batteries will reduce with time as they wear out, so reducing the talk/standby time of the handset. Eventually they will need to be replaced. New batteries can be obtained from the BT shop or from the Helpline 0845 769 7146.

To get the longest possible life from your battery, take the handset off the base unit for a few hours each day.

WARNING

Under no circumstances should non-rechargeable batteries be used. Only use the approved batteries. Using unapproved batteries will invalidate your guarantee and may damage the telephone.

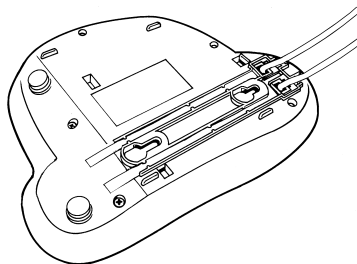
- 5 The base unit is supplied with one end of the telephone line cord already attached. Once the handset has been charged for 24 hours, plug the other end of the line cord into the telephone wall socket**



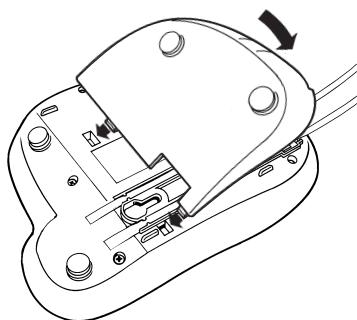
Helpline

If you have any difficulties setting up your Quartet 1500 please call the Helpline on 0845 769 7146.

- 6 The telephone line cord and power supply cable need to be fed into the channels before attaching the plinth**



- 7 Attach the base unit plinth**



The Flashing C on the base unit LED display means that the Day and Time need to be set, so that you will know when each message was received.

To set the Day and Time, *please see page 21.*

Your Quartet 1500 is now ready for use.

Using your Quartet 1500

Making and receiving calls

To make an external call

Press the buttons in the order shown:

Lift the handset off the base unit.

Press the **TALK** button.

The IN USE light on the base unit begins to flash and the IN USE/BATTERY LOW light on the handset comes on.

Listen for the dialling tone.

Dial the number you want.



In use



In use Battery Low



To end a call

Press the **TALK** button.

Or

Replace the handset on the base unit.



To receive a call

When the phone rings:

If your handset is on the base unit, simply pick it up to answer the call.

Or

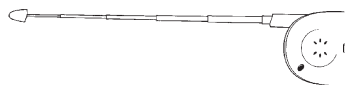
If your handset is off the base unit then the handset IN USE/BATTERY LOW light will flash, press the **TALK** button to answer the call.

In use Battery Low



Note

The handset range is up to 250 metres from the base unit in ideal conditions. If you start to go out of range while using the phone, you will hear warning beeps. Move closer to the base unit. If you do not move back into range your call may be disconnected.



Your Quartet 1500 handset uses a compact aerial which can be pulled out to obtain the best signal and reception available.

To use the channel button

Your Quartet 1500 automatically scans the available radio channels and selects the best quality reception to use.

If you experience interference during a call, press the **CHANNEL/INTERCOM** button to select a different channel.



To make an internal call

From the base unit to the Quartet 1500 handset:

Press the **INTERCOM** button on the base unit.

The handset(s) will ring.



Note

Please note that making an internal intercom call is only possible by using the Quartet 1500 handset (handset 1) and not any additional handsets registered to the base, as they do not have the intercom facility.



The called handset user should press the **CHANNEL/INTERCOM** button on the handset to receive the call. You can now talk to each other.

If the call is not answered after 60 seconds the base will return to standby.

From the handset to the base:

When the Quartet 1500 handset is off the base, press the **CHANNEL/INTERCOM** button on the Quartet 1500 handset.



The user at the base should press the **INTERCOM** button. You can now talk to each other.



If the call is not answered after 30 seconds the handset will return to standby.

To end an intercom call press the **INTERCOM** button on the base or the handset.

Note

*An Inductive Coupler has been built into the handset to improve sound quality for people using hearing aids. Switch your hearing aid to **T** and adjust the position of the handset until you get the best reception.*

Last number redial

Your Quartet 1500 stores the last number called which enables quick and easy redialling. A redial number can be no longer than 32 digits.

To redial the last number called



Press the **TALK** button and wait for the dialling tone.



Press the **REDIAL** button. The number is dialled automatically.

Note

The music on hold volume will be quieter for you, but louder for your caller.

You can now talk to someone in the room without your caller hearing you.

The handset will beep every minute until **SECURITY** is turned off.



Press *and release* the **SECURITY** button again to return to your caller.

Security / Music on hold

When on a call you can talk to someone in the same room, without your caller hearing.

To switch security on and off



During a call press *and release* the **SECURITY** button.

Your caller will be put on hold and both you and the caller will hear music until the **SECURITY** button is pressed again.

The handset IN USE light will flash.

One touch memories

You can store two of your most frequently used telephone numbers in the one touch memories (**M1** or **M2**). Please note that the number can be no longer than 20 digits.

To store a one touch number

Quickdial



Press the **QUICKDIAL** button.



Enter the memory location number, **M1** or **M2**, under which you want to store the number.



Enter the telephone number you want to store.

Quickdial



Press the **QUICKDIAL** button to confirm.

You will hear a confirmation tone.

Note

Storing a number in the memory automatically overwrites any previous number stored under the same location code.

*Stored numbers can include switchboard and network services that use the * and # buttons as well as PAUSE and RECALL functions.*

*To enter a pause in a stored memory number press the **REDIAL** button.*

Quickdial memories

You can store a further ten telephone numbers in the Quickdial memory. Please note that the numbers can be no longer than 20 digits.

Note

*You can mix manual and memory dialling as required, for example, you can dial the area code **020 8304** from the memory and then complete the number manually.*

To dial a one touch number



Press the **TALK** button.

M1

Enter the memory location number, **M1** or **M2**, under which the number is stored.

M2

The number is dialled automatically. (If there is no number stored you will hear 3 warning beeps.)

To store a number in the Quickdial memory

Quickdial



Press the **QUICKDIAL** button.

0-9

Enter the location number, from **0** to **9**, under which you want to store the number.



Enter the telephone number you want to store.

Quickdial



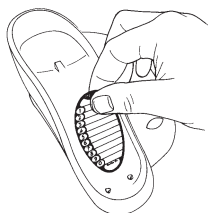
Press the **QUICKDIAL** button to confirm.

You will hear a confirmation tone.

Note

*There is a **QUICKDIAL MEMORY LABEL** included in your packaging. You can use this to keep a record of which location number you have used for each telephone number.*

*Remove backing from **MEMORY LABEL** and place centrally into handset cradle on base unit as shown.*



To dial a number in the Quickdial memory



Press the **TALK** button.



Press the **QUICKDIAL** button.



Enter the location number, from **0** to **9**, under which the number is stored.

The number is dialled automatically.

To delete stored numbers

Quickdial



Press the **QUICKDIAL** button.



Enter the location number, from **0** to **9**, that you want to delete.

Quickdial



Press the **QUICKDIAL** button.

The stored number has been deleted.

Or

Any existing number stored in the One touch or Quickdial memories can be overwritten by entering a new number under the same location. Simply follow the steps under the storing numbers sections previously shown on page 13.

To adjust the handset ringer volume

You can adjust the handset ringer volume when the handset is not in use.

There are 3 settings, HIGH, LOW and OFF.

The default setting is HIGH.



Press the **DOWN** button to reduce the volume.



To switch the ringer volume **OFF**, press the **DOWN** button *and hold* for 2 seconds until you hear a confirmation beep.



To adjust the volume, press *and release* the **UP** button. The ringer will be set to the **LOW** level.



Press *and release* the **UP** button again to set the volume to **HIGH**.

You will hear a sample ring on each press.

To adjust the earpiece volume



During a call you can adjust the earpiece volume using the **UP** and **DOWN** buttons.

There are 4 levels, where 1 is the lowest and 4 is the highest.

The default setting is 2.

When you reach either the highest or lowest setting you will hear two beeps.

To change the handset melody



There are 3 handset melodies to choose from. The default setting is melody one.

Press the **QUICKDIAL** button.



Use the **UP** and **DOWN** buttons to scroll through the melodies. You will hear a sample melody to help you choose.



Press the **QUICKDIAL** button to confirm the chosen setting.

You will hear a confirmation tone.

To adjust the base ringer volume

There are 3 levels to choose from, HIGH, LOW and OFF.

1 = HIGH, 2 = LOW and 3 = OFF. The default setting is HIGH.

Quickdial



Press the **QUICKDIAL** button.



Press the **#** button.



Enter the setting you want, from **1** to **3**.

You will hear a sample ring of the base ringer at levels 1 and 2.

Quickdial



Press the **QUICKDIAL** button to confirm the setting.

You will hear a confirmation tone.

Call Waiting

Note

To use Call Waiting you will need to subscribe to the Service from your network provider. A quarterly fee is payable.

If an incoming call arrives while you are already engaged on a telephone call, you will hear a soft beep every 5 seconds (this beep is not audible to the person you are speaking to).

Instead of the engaged tone, the second caller will hear an announcement to hold as you are aware that there is a second call.

To use Call Waiting

You can answer the second call, without disconnecting your first caller, by pressing the **R** button. The first caller will be put on hold.

R

When you have spoken to the second caller you can return to the first caller by pressing the **R** button again. You can switch back and forth between the 2 calls without disconnecting either if you wish.

R

If you wish to disconnect the first call, press the **TALK** button after speaking to the first caller.



The handset will then ring. Press the **TALK** button again and continue with the second caller.



The second caller will only be charged for their call from the moment you answer and not while they are waiting for your initial contact.

Using the Quartet 1500 answering machine

Your Quartet 1500 can digitally record up to 15 minutes of messages, with each message lasting a maximum of 3 minutes. As well as recording incoming messages, you can record memos for other users. There is also the option to leave messages and memos in one of the two Mailboxes.

You can operate your Quartet 1500

from:

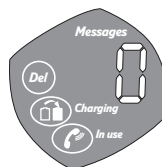
- The base unit.
- Directly from the Quartet 1500 handset.
- Remotely from any external *Touchtone™* telephone.

Your Quartet 1500 comes with three pre-recorded outgoing messages but if you wish you can record your own.

You will need to set the day and time so that you will know when each message was received, *see page 21*.

Message display on the base station

The table below provides an explanation of what is shown on the base station display.



DISPLAY	DEFINITION
(Blank)	Power off.
C-0 (flashing)	Day/Time needs to be set.
0-9	Answer-on mode, 0-9 messages.
9 (flashing)	10-59 messages. Indicating more than 9 messages stored.
— Alternating with 0-9	Power on, but answer off mode The display flashes between a dash and the number of messages saved in the memory.
A (flashing)	Remote access in progress.
E (flashing)	Error.
F (flashing)	Memory full.
P (flashing)	Message paused.
r (flashing)	Message recording (memo, outgoing message or incoming message).
t or 2 to 9	Setting or reading answer delay.
8-0	Counting down.

Setting up your answering machine

To switch the answering machine on/off

Ans on/off

Press the **ANSWER ON/OFF** button to switch on or off.

If you hear *"Answer on, your outgoing message is"* the answering machine is switched on and is ready to answer incoming calls and record any messages, unless Message 3 is selected which is an advisory announcement and cannot record a message.

Display on the base unit shows the number of messages stored in the memory.

If you hear *"Answer off"* the answering machine is switched off.

The display on the base unit will flash between a dash and the number of messages saved in the memory.

Outgoing messages (OGM)

The outgoing message is the message a caller first hears when the answering machine picks up their call. Your Quartet 1500 comes with

3 pre-recorded outgoing messages to choose from as follows:

Message 1 - *"Hello, your call cannot be taken at the moment so please leave your message after the tone".*

This is the standard message used when you want people to leave messages.

(Message 1 is the default message.)

Message 2 - *"Hello, your call cannot be taken at the moment so please press 1 for Mailbox 1, 2 for Mailbox 2 or leave your message after the tone".*

This message can be used if you plan on using the mailboxes to tell callers what to do.

Message 3 - *"Hello, your call cannot be taken at the moment and you cannot leave a message, so please call later".*

This is an advisory announcement only and should be used if you just want a message to be played and not let callers leave a message.

Note

Please note that using Message 3, (whether default or your own recording) will not allow an incoming message to be left.

Choose which of the three available messages you want to be played to callers when the answering machine picks up the call. You can use either the pre-recorded message or record your own, *see page 19*.

To select your pre-recorded outgoing message

Press *and hold* the **ANS ON/OFF** button until you hear, *"Please select outgoing message"*, then release the button.

Then press *and release* either one of the following **SKIP** or **STOP** buttons.

To set Message 1, press *and release* the ◀**SKIP** button.

To set Message 2, press *and release* the **STOP** button.

To set Message 3, press *and release* the **SKIP▶** button.

Your chosen setting will be announced over the base speaker, followed by a voice prompt option to record your new outgoing message.

To record your own outgoing message (OGM)

You can record your own outgoing messages to use instead of the 3 pre-recorded messages already available. Your message can be up to 3 minutes long. Message 3 can be up to 15 minutes long, however, leaving a long outgoing message will

reduce the time available for incoming messages. Your own outgoing message will replace the selected pre-recorded outgoing message, but it is possible to reinstate it later if you wish (*see page 21*). You can record your own outgoing message via the base or the handset.

To record via the base:

You need to select one of the 3 messages you want to replace by pressing the appropriate button.

Press *and hold* the **ANS ON/OFF** button until you hear, *"Please select outgoing message"*, then release the button.

Then press *and hold* either one of the following **SKIP** or **STOP** buttons, until you hear, *"Please speak after the tone, to end recording release the button"*:

◀**SKIP** to record a new Message 1

or

STOP to record a new Message 2

or

SKIP▶ to record a new Message 3

Speak into the base microphone (Mic) and

continue to *hold* the button while recording your own OGM. When you have finished speaking, *release* the button.

The prompt will announce, “Your outgoing message is...” and then play your message.

To record via the handset:

Pick up the handset.

Press the **SCREEN/MENU** button. You will hear the main menu announcement from the handset earpiece.

Press the **8** button for the outgoing message menu.

Press the **4** button and then select the outgoing message that you wish to record over (e.g. press **1**, **2** or **3**).

The prompt will announce the selected OGM.

Then press the **3** button to record your new OGM in its place. The prompt will announce, “Please speak after the tone. To end recording, press #”.

After the tone, speak your outgoing message into the handset. Press **#** when you have finished. You will hear a long beep, (throughout recording *r* will flash on the base unit display).

The prompt will announce, “Your outgoing message is” and then play your message.

The display will flash *r* and after playing your message you will hear the menu once more.

Note

Press the **SCREEN/MENU** button to return the handset to Standby.

To check your outgoing message

You can check and play back your current outgoing message at any time via your Quartet 1500 base unit or the handset.

Using the base:

Press the **ANS ON/OFF** button.

The prompt will announce either:

- “Your outgoing message is...” and play your outgoing message.

Or

- “Answer off”. If prompt is “Answer off”, press the **ANS ON/OFF** button again and the prompt will announce the current outgoing message.

Menu
Screen

TUV
8

GHY
4

DEF
3

#

#

Ans on/off

Ans on/off

Using the handset:

Menu

Screen

Press the **SCREEN/MENU** button.

8

Press the **8** button.
The prompt will announce, *"To play outgoing message, press 2"*.

2

Press the **2** button. Your outgoing message will be played.

Note

*Press the **SCREEN/MENU** button to return the handset to Standby.*

To delete your outgoing message

You can delete your outgoing message and return to your Quartet 1500's pre-recorded outgoing message or record a different message of your own.

Whilst your outgoing message is playing press the **DELETE** button on the base unit or the **5** button on the handset.

The message will stop playing and you will hear a short beep, then the default pre-recorded outgoing message.

Del

To set the day and time

The Day and Time must be set using the Quartet 1500 handset.

Your Quartet 1500 automatically adds the day and time to all messages and memos received.

When you first switch the power on, the clock is set to **Saturday, 12.01 Pm**. You can change the day and time as required.

Menu

Screen

Press the **SCREEN/MENU** button, on the Quartet 1500 handset and then listen to the announcements coming from the handset earpiece. The main menu announcements are automatically presented when the **SCREEN/MENU** button is pressed.

0

Press the **0** button.
The prompt will announce, *"To set day and time press *, to confirm day and time press #"*.

*

Press the ***** button.
The prompt will announce, *"Please enter new day and time after the tone"*.

After the tone enter the day, followed by the time using the 24 hour clock.

**1 = Sun, 2 = Mon,
3 = Tues, 4 = Wed,
5 = Thur, 6 = Fri, 7 = Sat.**

For example:

1 1415 = Sunday 2.15pm.

Or

5 0915 = Thursday 9.15am.

You will then hear your setting confirmed.

Note

*Press the **SCREEN/MENU** button to return the handset to standby.*

Note

If the day and time is entered incorrectly, the prompt will announce, "Incorrect, please set again". Enter the correct setting within 15 seconds otherwise the handset will return to standby mode. If the day and time is entered incorrectly three times the handset will return to standby.

To adjust the loudspeaker volume

The loudspeaker volume ranges from 0-9 plus H, where 0 is Off and H is the maximum level. The default level is 5.



Press **VOL +** on the base to increase the volume.



Press **VOL -** on the base to decrease the volume.

If you adjust the volume when the answering machine is not being used, a beep sounds at each press. When the volume reaches its highest or lowest levels two beeps will sound.

Incoming messages

Your Quartet 1500 will automatically record an incoming message when it is connected to your phone socket and is set to 'Answer on', using outgoing Message 1 or 2. Message 3 is an advisory announcement only and cannot record your caller's message.

While a message is being recorded, the display on the base unit flashes r. It will stop recording if the caller stops speaking for longer than 4 seconds.

The maximum incoming message length is 3 minutes. If this is reached, or the memory becomes full, the caller will hear, *"Thank you for calling"* and your Quartet 1500 will hang up.

When the recording memory is full, the display will alternate between the number of messages and F.

If the answering machine is switched on, and the memory is full, incoming callers will hear the default message *"Hello, your call cannot be taken at the moment and you cannot leave a message so please call later"*.

Note

If a call comes in while you are playing back a message or memo, the playback stops and the machine is ready to take the call.

Using your answering machine from the base station

To playback messages



Press the **PLAY** button.

The prompt will announce, "You have (n) messages".

Your messages will be played back, starting with the first message received.

At the start of each message, the number of the message is announced. The number will also be shown on the display.

Note

*Press the **STOP** button at any time during playback to stop messages playing.*

To pause a message during playback

Play
Pause

While listening to the message, press the **PLAY** button.

The message will be paused. You will hear a beep every 10 seconds and the message display will show F flashing.

Play
Pause

Press the **PLAY** button again to resume playback.

To skip forward and backward through messages

Skip ▶

During playback:

Press the **SKIP ▶** button to skip forwards to the next message.

Skip ▶

If you press and hold the **SKIP ▶** button the current message will be played at 1½ times the speed.

◀ Skip

Press the **◀ SKIP** button to return to the start of the current message. Press again to return to the start of the previous message.

To delete an individual message

Del

During playback:

Press the **DELETE** button.

The prompt will announce, *"Message deleted"*.

The message is not deleted yet, but at the end of playback when there is an 8 second countdown followed by a confirmation tone. Let the countdown reach 0 and all the selected messages are deleted and the remaining messages are saved.

To delete all messages

Del

When all messages have been played the prompt will announce, *"End of messages. To delete all messages, press delete"*. The display counts down from 8-0.

During the countdown press **DELETE** and the prompt will announce, *"All messages deleted"*. At the end of the countdown there will be a confirmation tone.

To cancel deletion



Press the **STOP** button during the 8-0 countdown. All messages will be saved including any marked for deletion.

Answer delay

Answer delay sets the number of times your Quartet 1500 will ring before answering a call. The default setting is Time Saver which means your machine will answer after 6 rings if no new messages have been recorded, or 2 rings if new messages have been recorded. You can change this setting to between 2-9 rings.

Please see page 32 for more information on 'Time saver'.

To change the answer delay setting



Press *and hold* the **SKIP ►** button on the base unit until the current setting is announced, then *release*.



Press and *release* the **SKIP ►** button to move through the settings, with each press the options will be announced, ie 8, 9, Time Saver, 2, 3, 4, 5, 6, 7.



When you hear the setting you want, *release* the **SKIP ►** button. The chosen setting will be announced.

To check the answer delay setting at the base station



Press and release the **SKIP ►** button.

The current setting will be announced and also shown on the base unit display.

Message alert

When new messages have been received, your Quartet 1500 will beep every 5 seconds. The volume of the beep is at the volume you have set for the loudspeaker. The default setting is off.

To switch message alert on or off

When the answering machine is in the idle mode:

▲ Skip

Press *and hold* the **◀SKIP** button on the base unit to change the setting.

The prompt will announce "Message alert on/off" as appropriate.

Using your answering machine from the cordless handset

You can use your Quartet 1500 for a variety of functions: to listen to your messages; delete, skip forward or backward; record a memo or new outgoing message, and to screen incoming calls.

Accessing your messages from the handset

To use the answer machine from the handset, use the table below which shows which buttons to press for each function.

Menu

Screen

Press the **SCREEN/MENU** button and the handset will beep and announce the main menu options.

2 <small>ALL</small>	To play all messages
3 <small>NEW</small>	To play new messages
4 <small>REV</small>	To skip back during messages
5 <small>DEL</small>	To delete during messages
6 <small>FWD</small>	To skip forward during messages
7 <small>REC</small>	To record a new memo
8 <small>OGM</small>	Outgoing message (OGM) menu
2 <small>OGM</small>	To play outgoing message
3 <small>OGM</small>	To record a new OGM
4 <small>OGM</small>	To select OGM
5 <small>OGM</small>	To hear the OGM menu
1	To hear main menu
9 <small>SEC</small>	To set a new security code
0	To set day and time
Voicemail	
Press *	To hear voice mailbox menu.
1	For voice mailbox 1.
2 <small>AP</small>	For voice mailbox 2.
7 <small>OGM</small>	To hear voice mailbox menu.
1	To hear main menu.

Call screening

You can let your answering machine pick up a call, even if you are in. This allows you to identify the caller and decide whether to take the call. Make sure the volume is set to an audible level, *see page 22*. Allow the incoming call to be answered by your Quartet 1500 answering machine as normal. You will hear the caller begin to leave a message.

To screen a call from the base unit

If the handset is resting on the base unit and you decide to take the call, lift the handset and speak to the caller.

Recording will stop automatically.

To screen a call via the handset

When your Quartet 1500 starts to record an incoming message, the IN USE light will flash.

Menu

Screen

Press the **SCREEN/MENU** button.

You can hear the caller on the handset.

Or



To interrupt recording and talk to your caller, press the **TALK** button.

Recording is stopped.

Memos

A personal memo can be recorded on your Quartet 1500 and left as a message for another user. Memos can be of any length, up to the maximum recording capacity (15 minutes), but you should try to keep them short to allow time for recording incoming messages.

To record a memo

Menu

Screen

Press the **SCREEN/MENU** button on the handset.

7

Press the **7** button.

The prompt will announce, *"Please speak after the tone. To end recording press square"*.

Speak your memo into the handset.

The display will show r.

#

Press the **#** button to end recording.

Your memo is now stored and can be played back later. Memos are stored in the same way as incoming messages, and the message counter on the base unit will increase by 1.

Note

*Press the **SCREEN/MENU** button to return the handset to Standby.*

Voice mailboxes

Your Quartet 1500 has 2 voice mailboxes allowing callers to leave messages in two separate mail boxes which keeps messages more private.

To use the mailboxes, you should set your outgoing message to Message 2, (see instructions on page 18).

When Message 2 has been set your caller will hear the outgoing message, *"Hello, your call cannot be taken at the moment so please press 1 for Mailbox 1, 2 for Mailbox 2 or leave a message after the tone"*.

Your caller can then leave a message as normal or leave a message in one of the mailboxes.

It is recommended that you record your own Message 2, so that callers know which mailbox to use.

You can also record memos into the voice mailboxes from the base unit. Voice mail messages and memos can be played, skipped forward and backward and deleted in the same way as normal messages.

To record a memo into a voice mailbox



Press *and hold* the voice mailbox button **1** or **2**, on the base unit.

The prompt will announce, *"Please speak after the tone. To end recording release the button"*.

Mic

Speak your memo into the base microphone .



To end recording release the voice mailbox button.

The light under the associated mailbox button will flash to indicate the number of new messages recorded and will remain lit for existing messages.

To play a message in a voice mailbox



Press *and release* the mailbox button **1** or **2**.

The prompt will announce, “Voice mailbox 1 (or 2): you have ‘n’ messages”.

Your messages will be played back starting with the oldest.



To pause a message press the **PLAY/PAUSE** button.



To skip forward press the **SKIP▶** button.



To skip backward press the **◀SKIP** button.



To delete an individual message press the **DELETE** button during playback.



To delete all messages press the **DELETE** button at the end of message playback.

Note

It is also possible to access your mailboxes via remote access, see page 31 for more information.

VIP access

You can give important callers, such as close friends and family of your choice, a VIP code. When the answering machine is on and they call, a different ring tone will sound to alert you that a VIP is calling. You can then choose whether to take the call.

Note

When the VIP is ON, the “Do not disturb” feature will be activated. This means that Call Screening will be disabled and any message being left by a caller will not be audible at that time.

The pre-set VIP code is 30, but you can change this if you wish.

When your VIP calls you, they should enter the VIP code when they hear the outgoing message. The outgoing message will then stop playing and you and the VIP will hear the special ring tone. This will alert you that a VIP is calling.

If the phone is not answered your VIP will hear the outgoing message and can then leave a message if they wish.

To change the VIP code



Press *and hold* the **VIP** button. The prompt will announce the current **VIP** code.



Release the **VIP** button, press the **SKIP ►** button, the setting will be announced and the counter will start going up. You can press the **◀ SKIP** button to go back.



If you *hold* either of the **SKIP** buttons down the settings will change more rapidly. You can choose a code between 30-59.



Press *and release* the **VIP** button when you reach the number you want for your new code.

Your confirmed setting will be announced.

To switch VIP on/off and check VIP Code



Press *and release* the **VIP** button. The prompt will announce, “*VIP On*” or “*VIP Off*”, followed by the VIP code.



Press the **VIP** button again to change the on or off setting.

Remote access

You can turn your Quartet 1500 answering machine on and off and listen to your messages from any Touchtone™ telephone. To protect your privacy, messages can only be accessed by entering a 3-digit security code.

The pre-set code is 000 and can be changed. If you change the code it is advisable that you make a note of it somewhere safe.

To change your security PIN code

Menu
Screen

Press the **SCREEN/MENU** button.

9
WXYZ

Press the **9** button.

*

To set a new security PIN code press *****.

You will hear a beep.

Enter a 3-digit code of your choice.

The prompt will announce the new security PIN code.

#

To confirm your security code press **#**.

Menu
Screen

Press the **SCREEN/MENU** button to return to standby.

Note

After 15 seconds the handset will automatically return to standby.

To switch your answering machine on

If you go out and forget to turn your answering machine on you can switch it on remotely.

Dial your telephone number.

Let the phone ring for 20 rings until you hear your outgoing message.

*

Press the ***** button.

Enter your security code.

7
PQRS

Press the **7** button within 8 seconds. You will hear "Answer On" and your answering machine will now be switched on to answer incoming calls.

To check for messages

Dial your phone number and wait.

When you hear your outgoing message, press the ***** button on your phone.

You will hear, *"Please enter your security code"*.

Enter your security code.

If you have messages, you will hear, *"You have 'n' messages"*.

Your messages will be played.

If you have no messages, you will hear, *"You have no messages, to hear main menu press 1"*.

You have 15 seconds to enter any other instructions before your Quartet 1500 hangs up.



Note

If you enter your security PIN code incorrectly, after the second attempt, your Quartet 1500 will announce: "Thank you for calling" and will then hang up.

Time saver

The Time saver feature is useful if you are out and want to ring in and check if you have received any new messages.

If your answering machine is set to time saver you can check whether you have new messages or not before your answering machine actually answers your call. If you have new messages your answering machine will answer after 2 rings, if you do not have any new messages, it will not answer until 6 rings. This enables you to hang up before you are connected, saving you time and the cost of a call.

Time saver is the default setting but if you have changed this *see page 25* to set it back again.

Operating the answering machine

When you have accessed your answering machine, you can operate it using the keypad numbers on the phone you are using.

The main menu

The main menu lets you operate a range of answering machine functions. Simply follow the instructions as announced:

2 ABC

"To play all messages, press 2".

3 DEF

"To play new messages, press 3".

4 GHI

"To skip back during messages, press 4".

5 JKL

"To delete during messages, press 5".

6 MNO

"To skip forward during messages, press 6".

7 PQRS

"To set answer machine on or off press 7".

8 TUV

"To hear outgoing message menu, press 8".

9 WXYZ

"To set a new security code press 9".

0

"To set day and time press 0".

"To hear voice mailbox menu, press *".

1

"To hear main menu, press 1".

To access the voice mailboxes

Dial your phone number and wait.

When you hear your outgoing message, press the ***** button on your phone. You will hear, *"Please enter your security code"*.

Enter your security code.

Press the ***** button. The prompt will announce, *"For voice mailbox 1 press 1, for voice mailbox 2, press 2"*.



Press either **1** or **2**.

If you have messages, the prompt will announce, *"Voice mailbox 1 (or 2), you have n new messages"*.

Your messages will be played.

If there are no new messages, the prompt will announce, *"Voice mailbox 1 (or 2), you have no new messages, to hear main menu press 1, to hear voice mailbox menu press 7"*.

1

7 PQRS

You have 15 seconds to enter any other instructions before your Quartet 1500 hangs up.

The voice mailbox menu

The following instructions allow you to operate your voice mailbox messages.

 2

"To play all voice mailbox messages, press 2".

 3

"To play new voice mailbox messages, press 3".

 4

"To skip back during messages, press 4".

 5

"To delete during messages, press 5".

 6

"To skip forward during messages, press 6"

 7

"To hear voice mailbox menu, press 7"

 1

"To hear main menu, press 1".

Using Quartet 1000 Additional handsets

You can buy and use up to 3 Quartet 1000 additional handsets with your Quartet 1500 to extend your phone system, without needing to install extension sockets for each new phone.

Each additional handset is supplied with its own charger and user instructions, but the following information will tell you how to register and use an additional handset with your Quartet 1500.

Note

You must charge your additional handset for 24 hours before registering it.

Note

Your Quartet 1000 additional handset does not allow access to answering machine functions

Registering your handset

You must register your Quartet additional handset before it can be used with your Quartet base unit. Make sure that each additional handset is registered with a different number (2, 3 or 4) so it can be identified from other additional handsets, *see page 36*. This is necessary for transferring calls.

To register an additional handset

Place the handset you wish to register on the base unit and then remove it.



Press *and hold* the base unit **INTERCOM** button until you hear a beep and the IN USE light on the base unit and the IN USE/BATTERY LOW light on the handset begin to flash.



Release the base unit **INTERCOM** button and press the **TALK** button on the new additional handset.

Your additional handset is registered automatically and you will hear a long confirmation beep and the IN USE light will stop flashing.

Note

*Check that your additional handset is registered correctly by pressing the **TALK** button and listening for a dial tone. If you do not hear a dial tone your additional handset is either out of range of the base unit or it has not been registered properly, or the base unit line cord is not plugged in.*

Note

The following erasing and re-registering procedure can be used for re-registering an original handset. If you wish to re-register please follow the instruction below, using your original handset where it refers to additional handset.

To re-register an additional handset

Before re-registering, the old registration code must first be erased. Once erased you can re-register your additional handset by following the registration process on page 35.

To de-register an additional handset



Press the **QUICKDIAL** button.



Press the **CHANNEL** button, on the handset you wish to de-register.



Press the ***** button 4 times.



Press the **QUICKDIAL** button.

You will hear a confirmation tone.

Your old registration code is now erased and you can re-register your additional handset following the procedure on page 35.

To set the handset number

Each additional handset must be assigned an identity number (3 or 4). Your Quartet 1500 handset is already registered as **HANDSET 1**. A Quartet additional handset is pre-set as **HANDSET 2**. However, further additional handsets can be numbered as they are added.

Quickdial



Press the **QUICKDIAL** button.

Secrecy



Press the **SECURITY** button. You will hear a tone.

3-4

Enter the handset number (between 3 and 4).

Quickdial



Press the **QUICKDIAL** button. You will hear a beep confirming that the new number has been stored.

Note

Make a note of the handset number by writing it on the quickdial label on the additional handset's charger.

Transferring calls

You can transfer calls between handsets that are registered to the base unit and have been allocated a handset number.

To transfer a call

Secrecy



During your call press the **SECURITY** button and then the handset number that you want to transfer the call to.

The called handset will ring.

If the call is not answered within 60 seconds the calling handset will ring.



Press the **TALK** button to speak to the caller.

If after a further 30 seconds the call is not taken the caller will be disconnected.

General information

Guarantee

Your Quartet 1500 is guaranteed for a period of 12 months from the date of purchase.

Subject to the terms listed below the guarantee will provide for the repair of, or at BT's or its agent's discretion the option to replace the Quartet 1500, or any component thereof, (other than batteries), which is identified as faulty or below standard, or as a result of inferior workmanship or materials. Products over 28 days old from the date of purchase may be replaced with a refurbished product.

The conditions of this guarantee are:

- The guarantee shall only apply to defects that occur within the 12 month guarantee period.
- Proof of purchase is provided.
- The equipment is returned to BT or its agent as instructed.
- This guarantee does not cover any faults or defects caused by accidents, misuse, fair wear and tear, neglect, tampering with the equipment, or any attempt at adjustment or repair other than through approved agents.
- This guarantee does not affect your statutory rights.

Within the 12 month guarantee period:

Prior to returning your product, please read the Help section beginning on page 41 or contact the Helpline on **0845 7697146** for assistance.

In the unlikely event of a defect occurring, please follow the Helpline's instructions for replacement or repair.

Outside of the 12 month guarantee period:

If your product needs repair after the guarantee period has ended, the repair must meet the approval requirements for connection to the telephone network. We recommend that you call the Helpline and ask for details of our recommended repairers.

If you have to return your product

Prior to returning your product, please read the Help section on page 41, or contact the Helpline on **0845 769 7146** for assistance. If you still feel you have to return your product, pack the base station and handset securely, preferably in the original packaging. All parts must be returned, including line cords, power supplies and original batteries.

(Please note that we cannot take responsibility for goods damaged in transit). Please obtain and keep proof of posting from the Post Office.

Technical information

How many telephones can you have?

All items of telephone equipment have a Ringer Equivalence Number (REN), which is used to calculate the number of items which may be connected to any one telephone line. Your Quartet 1500 has a REN of 1.

A total REN of 4 is allowed. If the total REN of 4 is exceeded, the telephones may not ring. With different telephone types there is no guarantee of ringing, even when the REN is less than 4.

Only use approved power supply unit, item code: 872264.

Only use approved batteries, item code: 872276.

This product complies with R&TTE directive (1999/5/EC).

Call security

Your Quartet 1500 has its own digital security code that prevents other cordless phone owners from using your phone line. This ensures that you are charged only for calls using your phone. However, all approved cordless phones use radio signals to communicate between the base unit and cordless handset units. It is therefore possible that your conversations could be overheard by other people, on their cordless phones, or on ordinary radios that use the same radio frequencies. As this problem applies equally to all similar cordless phones currently available in the UK, call privacy cannot be guaranteed. However, the security coding prevents unauthorised use of your line.

Switchboard compatibility

This product is intended for use within the UK for connection to the public telephone network and compatible switchboards, which support tone dialling and time break recall. If in doubt please consult your Service Provider.

Switchboard access codes

To set the dialling mode



Press the **QUICKDIAL** button.



Press the ***** button. You will hear a tone.



Press **1** for Tone dialling.

Or



Press **2** for Pulse dialling.



Press the **QUICKDIAL** button.

You will hear a confirmation tone.

To insert a pause

With some switchboards, after dialling the access code you may have to wait for a moment while the switchboard picks up an outside line.

Redial

If so, press the **REDIAL** button to insert a pause before entering the telephone number.

To use the R button

R

You may need to use the **RECALL** button if you are connected to a switchboard/PBX (Private Branch Exchange), contact your PBX supplier for further information. The **RECALL** button, when set to time break recall, is also used for BT Select Services.

Help and advice

If you have any problems using your Quartet 1500, this section will give you the most common, easy to follow solutions.

<i>Telephone problems</i>	<i>Possible cause</i>	<i>Solution</i>
• No dialling tone.	Telephone not connected to telephone line.	Plug the telephone into the telephone line.
• Telephone will not dial out.	Mains disconnected.	Ensure the power supply is correctly fitted and switched on.
	Power cut.	Wait until the power is restored.
		Replace handset on base unit for 10 seconds and try again. If this does not work, disconnect the handset battery from the handset for 10 minutes. Also disconnect the mains power.
		Then reconnect the base unit to the mains and then replace the handset on the base unit for 10 seconds and try again.
• Telephone cannot receive calls.	Handset battery pack is discharged.	Place the handset on the base unit and recharge it for 24 hours ensuring the CHARGING light is on.
	Handset not registered.	Register the handset, see page 35.
• You have dialling tone but the telephone will not dial out.	You may be trying to use tone dialling on a pulse dialling exchange.	See page 39 to change to pulse dialling.
	You are connected to a PBX and are not dialling the access code.	Use the PBX access code. See page 39 for more information on switchboard use.
• Handset does not ring and there is no IN USE light on handset.	Handset battery pack is discharged.	Place the handset on the base unit and recharge it for 24 hours.

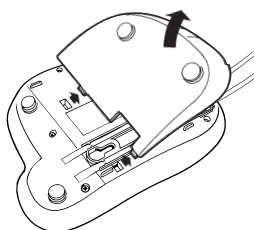
<ul style="list-style-type: none"> • Handset does not ring, but IN USE light shows on handset. 	<p>The handset ringer may be set to its minimum setting.</p>	<p>Increase the handset ringer volume, see page 15.</p>
<ul style="list-style-type: none"> • Base unit does not ring but lights show on base unit. 	<p>Telephone is not connected to the telephone line.</p> <p>The base ringer is set to off.</p> <p>Line fault or faulty socket.</p>	<p>Plug the telephone into the telephone socket.</p> <p>Set the base ringer setting to a higher volume.</p> <p>Try the telephone on another socket or another line. If the telephone works, contact BT on 151, or your telephone network operator for repairs to the line or socket.</p>
<ul style="list-style-type: none"> • Interference. • Buzzing. 	<p>You are moving out of range.</p>	<p>Move closer to the base unit.</p>
<ul style="list-style-type: none"> • Whooshing. 	<p>Radio channel interference.</p>	<p>Press the CHANNEL button on the handset, to select a clearer channel.</p>
<ul style="list-style-type: none"> • Echoing. 	<p>Radio channel interference.</p>	<p>Press the CHANNEL button on the handset, to select a clearer channel.</p>
<ul style="list-style-type: none"> • Tinniness. 	<p>The base unit or the handset are too close to electrical equipment or metal obstructions.</p>	<p>Relocate the base unit or move around with the handset until reception improves.</p>
<ul style="list-style-type: none"> • No Quickdial store. 	<p>You may have pressed the TALK button first before storing the number.</p>	<p>Don't press the TALK button when storing numbers.</p>
<ul style="list-style-type: none"> • Call appears to have been cut off after pressing the SECRECY button. 	<p>You may have pressed a number key on the handset after pressing the SECRECY button. The current handset will try to transfer the call to another handset.</p>	<p>Wait 30 seconds; the call will return to the current handset. Or press the TALK button and the call will return immediately.</p>
<ul style="list-style-type: none"> • BATT LOW light on the handset is flashing. 	<p>The handset needs recharging.</p>	<p>Replace the handset on the base unit, ensuring that the base unit is plugged in and that the CHARGING light is on.</p>
<ul style="list-style-type: none"> • No CHARGING light on the base unit. 	<p>Dirty contacts on base unit or handset.</p>	<p>Clean the contacts with a dry cloth. Heavy soiling can be removed with a pencil eraser.</p>

<i>Answering machine problems</i>	<i>Possible cause</i>	<i>Solution</i>
<ul style="list-style-type: none"> • General problems. 	None of the answering machine functions will operate while the telephone is in use.	Ensure that the telephone is not in use before operating the answering machine.
<ul style="list-style-type: none"> • Will not record incoming messages. 	<p>The answering machine is switched off.</p> <p>The answering machine is full.</p> <p>Outgoing message setting could be set to Answer Only.</p>	<p>Switch the answering machine on manually or by remote control.</p> <p>Delete some or all of your messages manually or by remote control, to make room for new messages.</p> <p>Change outgoing message setting to Answer and Record, see page 18</p>
<ul style="list-style-type: none"> • Distorted outgoing message. • Faint outgoing message. • Noisy outgoing message. 	The answering machine has a very sensitive microphone. This picks up any background noise. If you record your outgoing message too quietly or from too far away the sensitivity of the microphone increases to compensate and will pick up more background noise.	Record your outgoing message at a reasonable volume 20cm away from the microphone in a quiet environment.
<ul style="list-style-type: none"> • No call screening from the base unit. 	<p>The volume is set too low.</p> <p>VIP setting is ON.</p>	<p>Increase the volume to a suitable level using the volume control.</p> <p>Switch VIP OFF.</p>
<ul style="list-style-type: none"> • Cannot hear messages when played. 	The volume is set too low.	Increase the volume to a suitable level using the volume control.
<ul style="list-style-type: none"> • When accessing your machine remotely, your Security PIN Code does not work. 	<p>Incorrect Security PIN Code entered.</p> <p>You may be dialling from a telephone with pulse dialling mode set.</p>	<p>Change your Security PIN Code. See page 31.</p> <p>Use a Touchtone™ telephone.</p>

If you are still experiencing difficulties please call the Helpline on 0845 769 7146.

Wall mounting

Your Quartet 1500 can be wall-mounted by removing the desk bracket provided.



Please refer to page 47, wall-mounting template.

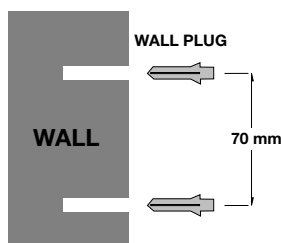
Note

Before you wall-mount your Quartet 1500, check that:

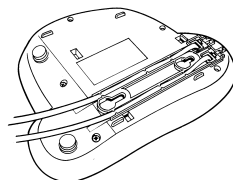
- *the wall can support the weight of the base unit and handset;*
- *the position you choose leaves enough space so that the base unit is clear of any obstruction on the wall, such as a shelf or cupboard. Room should be left so that the handset can be placed on charge without touching any obstructions.*

For the best operating conditions, try to place the base unit away from large metal objects and other electrical appliances.

- 1 Drill 2 holes for the screws and insert the wall-plugs provided (if required).



- 2 Drive the screws into the wall, leaving about 4mm free on which to mount the bracket and base unit.
- 3 Make sure that the power supply and the telephone cables are connected to the base unit, then fit the cables into the channels on the bottom of the base unit, so the base fits flat against the wall.



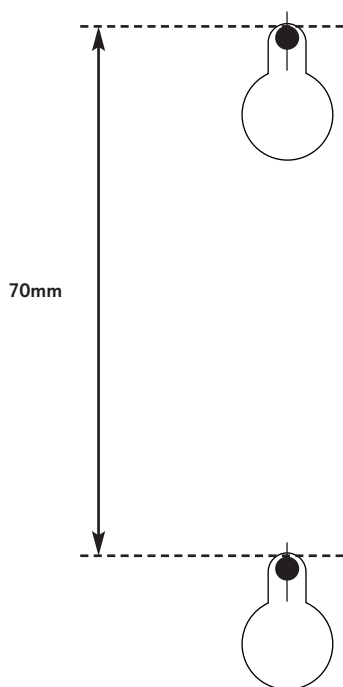
- 4 Attach the base unit to the wall by hooking it over the screws protruding from the wall.

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Wall mounting template





Offices worldwide

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